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Marietta BLW Upgrades Customer Account Hotline to Ensure Greater Ease and Reliability

The Marietta Board of Lights and Water (BLW) recently upgraded the system that allows customers to access account information by telephone.

"The new system will give Marietta Power customers more flexibility in managing their accounts and making utility payments," said Sherri Rashad, customer service manager for the BLW. "We made the change to ensure that our customers always have the most efficient system for managing their utility accounts at their fingertips."

When a customer calls the BLW's main number (770) 794-5150, the automated system will present a series of prompts. After choosing whether to continue the call in English or Spanish, the caller should follow

the next prompt to press "2" for Marietta Power. The system will then give the caller an opportunity to make a payment or listen to current account information, payment history, billing history or general information.

After making a selection, a caller must enter his or her Marietta Power account number on the keypad before the system will access the requested information.

"We implemented this system to protect the security of our customers' account information while still making it easy for them to manage their accounts 24 hours a day, seven days a week," Rashad said. "We will also continue working to find new ways to ensure that our customers always enjoy the utmost in convenience." ⚡

BLW EMPLOYEES INCREASE SUPPORT FOR PARK STREET ELEMENTARY SCHOOL



Students from Park Street Elementary School serenaded employees at the Marietta Board of Lights and Water (BLW) on December 10, 2004. The youngsters put on the performance to thank everyone at the BLW for supporting the school through the Partners in Education program.

"Beginning in November, BLW employees began a series of projects that continued through the winter," said Amber Brown, a

marketing specialist with the BLW. "We began by collecting canned and other nonperishable food items before Thanksgiving."

In all, BLW employees filled 14 large boxes with food donations. Jennifer Bussey, a guidance counselor at Park Street Elementary School, then coordinated the process of distributing the food to various families whose children attend the school.

The efforts continued in December when BLW employees collected winter jackets and clothing accessories and delivered them to Park Street Elementary School to distribute on an as-needed basis. Jennifer also selected recipients for 14 bicycles that members of the BLW team refurbished with parts donated by Free-Flite Bicycles of Marietta.



continued

Make Your Kitchen a Model of Water Efficiency

Conserving water in your kitchen will help you keep money in your pocket when your next water bill arrives.

Following a few simple guidelines and taking care of occasional maintenance chores will help you minimize the amount of water you use in your kitchen. For optimum savings:



Refrigerate drinking water. Turning on the tap and letting the water run until it cools off sends money down the drain. You won't get as cool a drink, either.

Keep faucet washers in peak condition.

Replace washers as quickly as possible if your kitchen faucet begins to leak.

Wash dishes efficiently. If you have an automatic dishwasher, wait until you have a full load before starting it. If you wash dishes by hand, fill a basin or half the sink with soapy water. Then rinse quickly under a slow-moving flow of water.

Consider installing a kitchen water heater.

Equipping your kitchen with its own water heater will eliminate the wait for warm water to make it to your kitchen.

Compost if you can. Garbage disposals in sinks take a lot of water to work properly. They can also increase the amount of solids that go into your septic tank or sewer system by 50 percent. If possible, start a compost pile where you can dispose of some of your food waste.

Keep your lid on tightly. Water boils faster and more efficiently if you keep the lid on tight. If you boil meats or vegetables, use the leftover water for other recipes if possible.

For more information on saving water in your home, please visit www.city.marietta.ga.us/Water/home.htm. ⚡

BLW Employees Increase Support for Park Street Elementary School (continued)

In addition, the BLW family reached out to one Park Street Elementary School student's family by starting an angel tree. Employees responded by contributing about 25 gifts to the family, including books, gift certificates and much-needed clothing.

The BLW gave Park Street students assistance with the school's holiday fundraiser, as well. Marietta Power had some of its employees remove mistletoe from trees and supply it to the students for their fundraising effort.

BLW employees will follow up on their earlier efforts by holding "Penny Days" in January. The effort will raise money to purchase Kroger food gift certificates for Park Street families in need.

"With the help of the Marietta BLW, Park Street Elementary has become a beacon of goodwill in our community," said Leigh Colburn, Park Street's principal.

"Through their generosity, we have truly become a resource center for our families."

"Caring about others is second nature to the BLW," said BLW Manager Bob Lewis. "That is one more reason why it is so important to have a community-owned utility company. The employees are part of Marietta on the job and off. They are committed to the needs of their hometown." ⚡



March 11 through 13

Cobb County Library Used Book Sale
Jim R. Miller Park
Marietta
Friday and Saturday 9 a.m. to 5 p.m.;
Sunday 1 p.m. to 5 p.m.
Call (770) 528-2342 for information

Saturday, March 19

Spring Egg Hunt
Laurel Park
11 a.m.
Call (770) 794-5601 for information.

March 19 and 20

The Georgia Ballet Presents "Coppelia"
Anderson Theatre
Marietta
Saturday 2 p.m. and 7 p.m.; Sunday 2 p.m.
Tickets \$16 to \$26
Call (770) 528-0881 for information

Saturday, April 16

Calvary Kids Fun Fair
Calvary Children's Home
2 p.m. to 6 p.m.
Sponsored by Rotary Club Marietta Metro
For more information and tickets, visit
www.calvarykidsfunfair.org